



Role profile

Role title	Chief Fire Officer – Service Director
Directorate	Neighbourhoods
Service	Cornwall Fire and Rescue Service
Grade	S
Reports to	Strategic Director (Neighbourhoods)
Version	Final
JE code	009009

Approving manager	Strategic Director (Neighbourhoods)
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Role purpose

Develop and implement a service strategy and Business Plan for the Cornwall Fire and Rescue Service, working closely with elected Members and Council Directors Team. Provide leadership and management of the service, ensuring objectives are achieved. As a member of the Council Leadership Team, support or lead the development and delivery of corporate objectives.

As the Chief Fire Officer, to assume command of emergency operational incidents, protection and prevention. To be the principal adviser to Cornwall Council and its committees on, fire service and the implementation of its policies. To lead on deliver increased collaboration with all blue light services.

The post holder will also:

- Develop excellent local, regional and national relationships and partnerships which are essential in terms of fire & rescue
- Have oversight of the management of the fire and rescue service on the Isles of Scilly through a service level agreement.
- Will represent the National conference for Fire Sector work at the National Fire Chiefs Council events
- Accountable for providing strategic support and oversight of the Isles of Scilly Fire & Rescue service
- To promote the NFCC people strategy across the fire and rescue service
- To ensure the fire and rescue service are fully engaged with all audits and inspection activities undertaken with the relevant association and bodies example the HMI

This role will be responsible for leading and managing a service which includes the range of functions outlined below.

Dimensions

Annual financial accountability
Accountable for the effective management of the Cornwall Rescue & Fire Service, Annual revenue budget £18.6 million
Management accountability
<p>Functions managed:</p> <p><u>Fire – Operations</u></p> <ul style="list-style-type: none"> • Service Delivery • Response team <p><u>Fire – Service Support</u></p> <ul style="list-style-type: none"> • Training & Development • Service Support • Engineering Workshops • Health & Safety • Critical Control • Road Safety • Prevention & Protection • Phoenix Services

Number of staff managed

- Overarching management of a service comprising c. 750 employees.

Accountabilities

We are a dynamic organisation and the particular duties and accountabilities may vary from time to time without changing the general character of the role or the level of responsibility entailed. Individual objectives will be agreed via the PDS appraisal process

Specific accountabilities

- The Chief Fire Officer role will be responsible for the efficient and effective management of the Fire and Rescue Service including Health & Safety, Equality & Diversity, Training & Development, Engineering and Workshops, Procurement and the wider Human Resources function.
- The Chief Fire Officer will ensure readiness for Her Majesty inspection, and that the fire services are delivered in line with the National Standards framework and performance measures
- The Chief Fire Officer role will be responsible for the efficient and effective management of the SLA with the Isles of Scilly Fire and Rescue Service
- To be competent at Command Level 4. Undertake duties in line with the Principal Officer and operate in line with the Principal Officer and Cornwall Council Duty Senior Manager rota
- Discharge the statutory duties obligations within the Fire and rescue services, civil contingencies act, fire protection legislation and national framework document
- Communicate and promote the vision, values and objectives across the service, partnerships and public
- Provide leadership to ensure there is a strong management culture striving for continuous improvement
- Promote and support an inclusive and diverse culture across the Service
- Ensure that objectives are aligned and linked to the Cornwall Fire & Rescue Service Integrated Risk Management Plan
- To maintain and promote effective industrial relations in the Service and to act as the Service representative in industrial relations forum.
- Advocate for and represent the interests of the Cornwall Fire & Rescue Service and the Isles of Scilly Fire and Rescue Service regionally and nationally to secure investment that delivers long term benefits for its communities
- Ensure effective communication, learning, improvement and recognition to increase levels of staff engagement
- Ability to deploy appropriate tactics and language to engage, influence and persuade others including stakeholders and partners, both internally and externally
- Provide strategic leadership for, and management of the Cornwall Fire & Rescue Service, role modelling behaviours, motivating and developing senior managers and holding them to account for service performance
- In liaison with Cornwall Council Members, the Council Leadership Team and the Isles of Scilly Council, to be responsible for the development, implementation and monitoring of strategic priorities for the service

Core Director accountabilities

- Contribute strategically at an organisational wide level through being a member of the Council & Directorate Leadership teams (CLT & DLT)
- Lead the organisation to a high-performing, customer-centric culture through exemplar behaviour in accordance with Cornwall Council's Values and Behaviours, including Cornwall Council's core behaviours.
- Lead employees in working flexibly and collaboratively across structural boundaries as part of project or process teams, or in support of key functional outputs, regardless of where they sit within the organisation.
- Thinking creatively, challenging the norms, and constructively challenging those around them (including those more senior) to ensure continuous improvement, aspirational performance and inspire the same in employees.
- Provide visionary leadership to employees to create a strong performance culture and ensure the delivery of excellent services which become a benchmark for other authorities in relation to Environmental activity.
- Develop and maintain effective relationships with senior officers, Members and key stakeholders, and build strong cross-functional working relationship to ensure a joined-up commissioning-led operating model.
- To maximise synergies that exist by being a Council based Fire Service, to ensure joined up approaches to ensure prevention and protection across the public protection services, public health, adults & children's

Resident focus

- Develop collaborative relationships with internal and external partners to ensure optimal outcomes for residents
- Represent the interests of Cornwall locally, regionally, nationally and internationally to promote the county and enhance the Council's reputation and profile
- Establish and develop customer feedback systems for the service ensuring feedback is taken into account in improving outcomes for residents, service users or communities
- Promote and create a visible and meaningful presence in local communities to promote community ownership and ambition
- Act as Link officer for Community Networks to promote the Council's agenda and create a visible and meaningful presence with Cornwall's residents to build trust and legitimacy

Service delivery

- Work with Council Leadership Team colleagues to lead, develop or deliver cross-cutting corporate projects or priorities
- Develop and deliver a Service Plan (IRMP) based on objectives and priorities that align with the Council and Directorate plans and other corporate strategies
- Ensure the development and maintenance of performance indicators for the service that reflect the business plan and the Council strategy and national standards
- Monitor policy, legislation and best practice to ensure the most appropriate delivery vehicle for the managed functions and deliver continuous improvement
- Participate in the relevant out-of-hours rota, managing incidents in accordance with defined operating procedures

Leadership & management

- Provide strategic leadership and management of the service, role modelling behaviours, motivating senior managers and holding them to account for performance
- Implement communication, recognition, talent development and succession planning strategies that maximise levels of staff engagement in the service
- Ensure the effective governance, delivery and embedding of change programmes, empowering staff to play an active role in delivering and realising the benefits
- Ensure the service operates within all regulatory, legislative and best practice requirements and that it is suitably positioned to adapt to and address forthcoming requirements, including, but not limited to: Health & Safety; Equality & Diversity; Safeguarding; Information Governance and Employment law

Finance

- Lead on the budget setting process for the service
- Contribute to the budget setting process for the Council
- Ensure adherence to the Council's financial regulations, that spend is within agreed budgets and savings are delivered in line with the Medium-Term Financial Strategy
- Identify and realise opportunities for the service to secure funding and establish sustainable income streams

Corporate accountabilities

- Information security and governance: Manage information in line with the Council's policies, procedures and guidance on subjects such as Data Protection, Freedom of Information, confidentiality, information security and sharing, the information lifecycle and data quality, to ensure compliance and efficient and effective information governance
- Safeguarding: Maintain awareness of Council policies and practices regarding the safeguarding of children, young people and/ or adults who may be at risk. Report concerns/ allegations in accordance with corporate guidance and procedures
- Equality & Diversity: Work to eliminate unlawful discrimination, harassment and victimisation and report incidents as they occur. Treat everyone with dignity and respect and ensure individual's needs are met. Challenge inappropriate behaviour and language constructively, advising on alternatives so the opportunity for change can be considered
- Health, Safety and Wellbeing: Proactively manage risk and lead the creation of a positive health and safety culture to safeguard the health, safety and wellbeing of self and others

Competencies and other requirements

We use the following criteria below to assess your suitability for the role; please refer to the recruitment & selection column to establish at which stage the criteria are assessed. Requirements assessed at the 'Application' stage represent the minimum essential requirement for shortlisting purposes

Behaviours	Recruitment and selection
Working together You understand and focus on customer needs and work well with colleagues and partners	Assessment and interview

<ul style="list-style-type: none"> • You understand and are attentive to the needs of your customers • You listen to the views of others and seek them out • You support and show consideration for others • You work well with colleagues and partners and acknowledge the different ideas, perspectives and backgrounds of others • You are committed to the protection and safeguarding of children, young people and vulnerable adults • You share information and expertise with others • You are honest, you respect, and you build relationships of trust • You share your achievements and acknowledge the achievements of others 	
<p>Personal responsibility You take responsibility for your work, your environment and your development</p> <ul style="list-style-type: none"> • You are trustworthy and reliable • You pay attention to your own health, safety and wellbeing and that of others • You acknowledge errors, report them as appropriate and play your part in addressing them • You appropriately challenge unhelpful behaviour • You seek feedback and review your own contribution • You are open to change and improvement • You take responsibility for your development • You are enthusiastic about and take pride in your work 	<p>Assessment and interview</p>
<p>Resourceful You apply expertise, solve problems and make improvements to deliver good customer outcomes</p> <ul style="list-style-type: none"> • You plan and organise your work and manage your time effectively • You gather relevant information, analyse it and make timely informed decisions in the course of your work • You are flexible and adaptable • You respond constructively to change • You demonstrate financial awareness relevant to the job you do • You use your initiative and are creative in problem solving • You deliver results and manage customer expectations 	<p>Assessment and interview</p>
<p>Engaging leadership You create a healthy and engaging work environment by building trusting and supportive relationships, encouraging development, recognising achievement and tackling underperformance</p> <ul style="list-style-type: none"> • You give clear direction, you delegate appropriately, and you provide a supportive environment in which team members can learn, grow and take responsibility • You take opportunities to influence and contribute to strategic planning and development 	<p>Assessment and interview</p>

<ul style="list-style-type: none"> • You help your team to understand how their work contributes to what the Council is trying to achieve • You create opportunities to interact personally with all members of your team, you actively encourage team members to share their views and concerns and you give feedback on the outcome • You take time to understand the strengths of your team and you encourage and support their development • You coach your team to fulfil their potential and recognise individual and team achievements • You identify and effectively address your responsibilities for people, finance, performance and change management 	
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Functional competencies	Recruitment and selection
<p>From the National Brigade Manager Role Map, National Occupational Standards:</p> <ul style="list-style-type: none"> • Provide strategic advice and support to resolve operational incidents • Plan and implement organisational strategy to meet agreed aims and objectives • Strategic thinking and analysis, including formulating and implementing strategic issues across a large organisation • Evaluate organisational performance against agreed measures • Lead organisational strategy through effective decision making • Implement and manage change in organisational activities • Determine effective use of physical and financial resources • Select personnel for employment • Manage the performance of teams and individuals • Develop teams and individuals to enhance work-based performance • Exchange information to ensure effective service delivery • Manage self to achieve work objectives 	<p>Assessment and Interview</p>
<p>National Fire Service Leadership Framework Personal, Qualities and Attributes (PQA's) (required for Recruitment and Promotion)</p> <ul style="list-style-type: none"> • Commitment to Diversity & Integrity – champions diversity and embeds a fair and ethical approach within the organisation in all situations • Openness to Change – drives and manages the change process, seeking opportunities to create and implement improved organisational effectiveness • Confidence and Resilience – consistently projects and promotes a confident, controlled and focused attitude • Working with others – leads, involves and motivates others, creating and implementing strategies for influencing them both within the Fire & Rescue Service and in the community • Effective Communication – communicates effectively both orally and in writing • Commitment to Development – committed and able to develop self, individuals and units to improve organisational effectiveness • Problem Solving – gathers information in order to predict future requirements and make realistic decisions • Situational Awareness – maintains an active awareness of the environment to promote safe and effective working • Commitment to Excellence – leads organisation and contributes to joint working to achieve excellence 	<p>Assessment and Interview</p>

<ul style="list-style-type: none"> • Planning and Implementing – creates and implements effective plans to deliver long-term organisational strategic objectives • Political/Organisational Awareness – anticipates and shapes the political environment from a strategic perspective 	
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Knowledge, skills & experience	Recruitment and selection
Demonstrable experience of managing operational incidents at a strategic level	Application, Assessment and Interview
Extensive, successful and consistent achievement in the leadership of a relevant function or portfolio of functions at senior management level, within a Fire and Rescue Authority or Fire and Rescue Service	Application, Assessment and Interview
Ability to interpret and analyse complex financial and budgetary information	Assessment and interview
Knowledge and understanding of the Council's responsibilities and role within the Safer Cornwall Partnership	Assessment and Interview
Evident ability to work across organisational and professional boundaries, to make a contribution to the establishment of the desired organisational culture and to challenge inappropriate behaviour	Assessment and Interview
Ability to articulate a clear vision and strategy for how functions can be integrated to improve and transform outcomes for customers, and experience of translating policy and strategy into tangible outcomes for the benefit of customers and/ or citizens	Assessment and Interview
A proven track record of successful change management, implementing and delivering new working policies and practices alongside significant cultural and structural change that deliver improved services for customers in a more efficient way	Application, Assessment and Interview
Significant track record of success in building effective teams and leading multi-disciplinary professional staff to achieve organisational aims and objectives	Application, Assessment and Interview
A track record of successfully developing effective and productive partnerships both internally and externally that achieve organisational aims and objectives	Application, Assessment and Interview
A successful track record of establishing and sustaining a performance management culture, supported by effective and efficient management information systems	Application, Assessment and Interview
Proven extensive experience of successful financial management including budget formulation, financial planning, monitoring and control, within tight financial limits in a complex organisation	Application, Assessment and Interview
Understanding of risk assessment and health, safety and wellbeing issues	Assessment and Interview

Other requirements	Recruitment and selection
Successful completion of a UK Fire and Rescue Service National Executive Leadership Programme or equivalent.	Application
Proven evidence of continuous professional and/or academic development to a level of Brigade Command, MBA (or equivalent) and/or Corporate Membership of a relevant professional body, e.g. Institute of Fire Engineers	Application
Full driving licence (a vehicle will be provided)	Application
Understand the complexities of a unitary Fire and Rescue Authority	Assessment and Interview
This position is subject to a criminal records disclosure check	ENHANCED
This is a politically restricted position	YES
As the successful applicant will be conditioned to the Principal Officer and the Strategic Manager Duty Systems, they will be required to reside within Cornwall during periods of duty.	